In the Claims

Please cancel claims 20, 21, and 28, without prejudice.

The status of claims in the case is as follows:

1. [Previously amended] A method for defining the
measures of performance of a customer information technology
organization, comprising the steps of:

identifying customer performance goals including
behaviors exhibited in meeting said goals;

building in a computer a measurement model in response
to said customer performance goals, said model
including a plurality of metrics;

performing in said computer gap analysis of said model
to determine which of said metrics are already
collected by said organization and process capabilities
for data collection;

identifying new data collection sources for those
metrics which are not already collected by said

END920000041US1   2   S/N 09/632,341

organization;

implementing tools and processes for gathering said metrics;

generating in said computer measurement reports from said metrics;

said building step including building a first draft measurement model and a second draft measurement model;

building said first draft measurement model by selectively executing a first prioritization process and a second prioritization process;

said first prioritization process determining for each said metric a relationship with each said behavior satisfied by said metric;

said second prioritization process determining for each said metric a relationship with each other metric; and

building said second draft measurement model by selecting metrics prioritized selectively by behaviors

END920000041US1   3   S/N 09/632,341

satisfied and related metrics.

1   2.   [Original]   The method of claim 1, said building step

2   further comprising the step of:

3   selecting as said metrics those which satisfy

4   prioritized behaviors.

1   3.   [Original]   The method of claim 2, said building step

2   further comprising the step of:

3   selecting as said metrics those which also satisfy

4   related measures.

1   4.   [Previously amended]   A method for creating and using a

2   measurement model work product, comprising the steps of:

3   providing a target future business capabilities work

4   product for defining in a computer database customer

5   goals necessary to achieve through measurements;

6   translating said customer goals into a measurement

7   model work product defining account specific behaviors

END920000041US1   4   S/N 09/632,341

8   and measures that empirically demonstrate said

9   behaviors;

10   building said measurement model work product by

11   building a first draft measurement model and a second

12   draft measurement model;

13   building said first draft measurement model by

14   selectively executing a first prioritization process

15   and a second prioritization process;

16   said first prioritization process determining for each

17   said measure a relationship with each said behavior

18   satisfied by said measure;

19   said second prioritization process determining for each

20   said measure a relationship with each other measure;

21   and

22   building said second draft measurement model by

23   selecting measures prioritized selectively by behaviors

24   satisfied and related measures.

END920000041US1   5   S/N 09/632,341

1   5.   [Original] The method of claim 4, further comprising

2   the step of:

3   defining a gap analysis work product specifying

4   differences between said measurement model work product

5   and current customer measurements to identify possible

6   deficiencies in organization measurement processes.

1   6.   [Previously amended] A system for creating and using a

2   measurement model work product, comprising:

3   a target future business capabilities work product for

4   defining in a computer database customer goals

5   necessary to achieve through measurements; and

6   a measurement model work product for translating said

7   customer goals into account specific behaviors and

8   measures that empirically demonstrate said behaviors;

9   a computer for deriving said measurement model work

10   product from a first draft measurement model and a

11   second draft measurement model;

12   a first prioritization process and a second

13   prioritization process for deriving said first draft

14   measurement model;

15   said first prioritization process determining for each

16   said measure a relationship with each said behavior

17   satisfied by said measure;

18   said second prioritization process determining for each

19   said measure a relationship with each other measure;

20   and

21   said computer building said second draft measurement

22   model by selecting measures prioritized selectively by

23   behaviors satisfied and related measures.

1   7.   [Original]   The system of claim 6, further comprising:

2   a gap analysis work product for specifying differences

3   between said measurement model work product and current

4   customer measurements to identify possible deficiencies

5   in organization measurement processes.

1   8.   [Currently amended]   A method for defining ~~the measures~~

END920000041US1   7   S/N 09/632,341

2   measurements of performance of a customer information

3   technology organization, comprising the steps of:

4   collecting into a competency-defined measurement

5   categories and measurements file in a computer database

6   definitions of selected categories of behavioral

7   measurements;

8   selecting from said file contract measurements;

9   said contract measurements being selected by building a

10   first draft measurement model and a second draft

11   measurement model;

12   building said first draft measurement model by

13   selectively executing a first prioritization process

14   and a second prioritization process;

15   said first prioritization process determining for each

16   said contract measurement a relationship with each said

17   behavioral measurement satisfied by said ~~measure~~

18   contract measurement;

19   said second prioritization process determining for each

20   said behavioral measurement a relationship with each

21   · other behavioral measurement;

22   building said second draft measurement model by

23   selecting behavioral measurements prioritized

24   selectively by behaviors satisfied and related

            behavioral measurements;

            implementing said contract measurements; and

            using and maintaining said contract measurements.

1   9.   [Original]   The method of claim 8, said categories

2   including human resources, quality, customer, cost and

3   schedule, process, and productivity and output categories of

4   behavioral measurements.

1   10.   [Previously amended]   System for formulating

2   measurement requirements that are to be implemented in an

3   engagement, comprising:

4   a current customer measurements work product for

5   detailing in a computer database current measurements

6   being collected and reported by a customer;

END920000041US1   9   S/N 09/632,341

7   a measurement model work product for translating

8   customer goals into account specific behaviors and

9   measures that empirically demonstrate said behaviors;

10   a computer for deriving said measurement model work

11   product from a first draft measurement model and a

12   second draft measurement model;

13   a first prioritization process and a second

14   prioritization process for deriving said first draft

15   measurement model;

16   said first prioritization process determining for each

17   said measure a relationship with each said behavior

18   satisfied by said measure;

19   said second prioritization process determining for each

20   said measure a relationship with each other measure;

21   said computer building said second draft measurement

22   model by selecting measures prioritized selectively by

23   behaviors satisfied and related measures; and

END920000041US1   10   S/N 09/632,341

24   a measurement gap analysis work product for defining in

25   said computer database differences between said current

26   measurements and said account specific behaviors and

27   measures.

1   11.   [Original] The system of claim 10, further comprising:

2   an interface agreement work product for documenting

3   expectations for data collection;

4   a configuration script work product for configuring

5   tools required to implement said requirements;

6   a contract measurement business policy work product for

7   defining expectations of behavior required to support

8   said requirements; and

9   a scorecard work product for visualizing said

10   requirements.

1   12.   [Currently amended] A measurement and performance

2   management method, comprising the steps of:

3   during a proposal contextual phase, developing in a

END920000041US1   11   S/N 09/632,341

4   computer database a measurement solution to be

5   delivered to a customer;

6   said developing step including building a first draft

7   measurement model and a second draft measurement model;

8   building said first draft measurement model by

9   selectively executing a first prioritization process

10   and a second prioritization process;

11   said first prioritization process determining for each

12   ~~said~~ metric of a plurality of metrics a relationship

13   with each ~~said~~ behavior satisfied by said metric;

14   said second prioritization process determining for each

15   said metric a relationship with each other metric;

16   building said second draft measurement model by

17   selecting metrics prioritized selectively by behaviors

18   satisfied and related metrics;

19   during a due diligence phase, validating assumptions

20   and behavioral expectations in said measurement

21   solution; and

END920000041US1   12   S/N 09/632,341

22   during a transformation phase, transferring to said

23   customer resources and assets for implementing said

24   measurement solution as validated.

1   13.   [Original]   The method of claim 12, said developing

2   step comprising the further step of:

3   building said measurement solution responsive to inputs

4   from a measurement catalog work product and a target

5   future business capabilities work product.

1   14.   [Original]   The method of claim 13, said validating

2   step comprising the further step of:

3   executing a measurement gap analysis work product

4   responsive to inputs from a current customer

5   measurements work product, a future process design

6   points work product, a to-be organization design work

7   product and a to-be process design work product.

1   15.   [Original]   The method of claim 14, said transferring

2   step comprising the further step of:

3   pursuant to an interface agreement work product,

END920000041US1   13   S/N 09/632,341

4   providing an external interface requirements work

5   product, a configuration script work product, a

6   contract measurement business policy work product, a

7   scorecard work product, an end-user training materials

8   work product, and a deployment plan work product.

1   16.   [Currently amended]   System for formulating measurement

2   requirements that are to be implemented in an engagement,

3   comprising:

4   means ~~operable during a proposal contextual phase~~ for

5   developing in a computer database a measurement

6   solution to be delivered to a customer;

7   means ~~operable during a due diligence phase~~ for

8   validating in said computer database assumptions and

9   behavioral expectations in said measurement solution;

10   means ~~operable during a transformation phase~~ for

11   transferring to said customer resources and assets for

12   implementing said measurement solution as validated;

13   computer means for deriving said measurement solution

14   from a first draft measurement model and a second draft

15   measurement model;

16   a first prioritization process and a second

17   prioritization process for deriving said first draft

18   measurement model;

19   said first prioritization process determining for each

20   of a plurality of metrics a relationship with each said

21   behavior satisfied by said metric;

22   said second prioritization process determining for each

23   said metric a relationship with each other metric; and

24   said computer building said second draft measurement

25   model by selecting metrics for said measurement

26   solution prioritized selectively by behaviors satisfied

27   and related metrics.

1   17. [Currently amended] Method for executing a gap

2   analysis responsive to a measurement model and current

3   customer measurements, comprising the steps of:

4   building said measurement model from a first draft

5   measurement model and a second draft measurement model;

 END920000041US1   15   S/N 09/632,341

6   building said first draft measurement model by

7   selectively executing a first prioritization process

8   and a second prioritization process;

9   said first prioritization process determining for each

10   of a plurality of measures a relationship with each of

11   a plurality of behaviors satisfied by said measure;

12   said second prioritization process determining for each

13   said measure a relationship with each other measure;

14   building said second draft measurement model by

15   selecting measures prioritized selectively by behaviors

16   satisfied and related measures;

17   mapping in a computer database said current measurement

18   model to said current customer measurements and

19   identifying measurement gaps;

20   identifying in said computer database measurements not

21   covered by said measurement model;

22   identifying nonproductive measurements; and

END920000041US1   16   S/N 09/632,341

23   identifying the impact to an organizational structure

24   and processes of said customer of said measurement

25   gaps, and

26   ~~identifying any other requirements for measurement~~

27   ~~program success.~~

1   18. [Currently amended] A canonical method for defining a

2   measurements model work product, comprising the steps of:

3   articulating envisioned business goals and behaviors;

4   <u>operating a computer processor for</u> enumerating and

5   defining behaviors and goals satisfied by said

6   behaviors in a <u>computer</u> database of existing contract

7   ~~measurements~~ <u>metrics</u>;

8   selecting potential ~~measurements~~ <u>metrics</u> for said

9   business goals and behaviors from said database;

10   <u>operating said computer processor for</u> prioritizing and

11   balancing said potential ~~measurements~~ <u>metrics</u> to

12   determine said measurement model work product;

END920000041US1   17   S/N 09/632,341

13   said prioritizing and balancing including building a

14   first draft measurement model and a second draft

15   measurement model;

16   building said first draft measurement model by

17   selectively executing within said computer processor a

18   first prioritization process and a second

19   prioritization process;

20   said first prioritization process determining for each

21   ~~said~~ potential metric from said selecting step a

22   relationship with each ~~said~~ behavior satisfied by said

23   potential metric;

24   said second prioritization process determining for each

25   said potential metric a relationship with each other

26   potential metric from said selecting step; and

27   building said second draft measurement model by

28   selecting potential metrics prioritized selectively by

29   behaviors satisfied and related potential metrics.

1   19.   [Currently amended]   System for defining a measurements

2   model work product, comprising:

END920000041US1   18   S/N 09/632,341

3   a first database for articulating envisioned business

4   goals and behaviors;

5   a second database for enumerating and defining

6   behaviors and goals satisfied by said behaviors

7   selected from existing contract ~~measurements~~ metrics;

8   means for selecting potential ~~measurements~~ metrics for

9   said business goals and behaviors from said second

10   database;

11   prioritizing and balancing means for determining from

12   said potential ~~measurements~~ metrics those metrics to be

13   included in said measurement model work product, said

14   prioritizing and balancing means including means for

15   deriving a first draft measurement model and a second

16   draft measurement model;

17   a first prioritization means and a second

18   prioritization means for deriving said first draft

19   measurement model;

20   said first prioritization means determining for each

21   said potential metric a relationship with each said

END920000041US1   19   S/N 09/632,341

22   behavior satisfied by said _potential_ metric;

23   .   said second prioritization means determining for each

24   said _potential_ metric a relationship with each other

25   _potential_ metric; and

26   said ~~computer~~ _prioritizing and balancing means_ building

27   said second draft measurement model by selecting

28   _potential_ metrics prioritized selectively by behaviors

29   satisfied and related _potential_ metrics.

1   20.   [Canceled]

2   21.   [Canceled]

1   22.   [Currently amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for defining

4   the measures of performance of a customer information

5   technology organization, said method steps comprising:

6   identifying customer performance goals;

7   building a model in response to the customer goals

END920000041US1   20   S/N 09/632,341

8   including a plurality of primitive metrics;

9   performing gap analysis of [[the]] said model to

10   determine which of [[the]] said primitive metrics are

11   already collected by said organization and [[the]]

12   process capabilities for data collection;

13   identifying new data collection sources for those

14   primitive metrics which are not already collected by

15   said organization;

16   implementing tools and processes for gathering said

17   primitive metrics; and

18   generating measurement reports from said primitive

19   metrics;

20   said building step including building a first draft

21   measurement model and a second draft measurement model;

22   building said first draft measurement model by

23   selectively executing a first prioritization process

24   and a second prioritization process;

END920000041US1   21   S/N 09/632,341

25   said first prioritization process determining for each

26   said <u>primitive</u> metric a relationship with each said

27   behavior satisfied by said <u>primitive</u> metric;

28   said second prioritization process determining for each

29   said <u>primitive</u> metric a relationship with each other

30   <u>primitive</u> metric; and

31   building said second draft measurement model by

32   selecting <u>primitive</u> metrics prioritized selectively by

33   behaviors satisfied and related <u>primitive</u> metrics.

1   23.   [Previously amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for creating

4   and using a measurement model work product, said method

5   steps comprising:

6   providing a target future business capabilities work

7   product for defining customer goals necessary to

8   achieve through measurements;

9   translating said customer goals into a measurement

10   model work product defining account specific behaviors

END920000041US1   22   S/N 09/632,341

11   and measures that empirically demonstrate said

12   behaviors;

13   building said measurement model work product by

14   building a first draft measurement model and a second

15   draft measurement model;

16   building said first draft measurement model by

17   selectively executing a first prioritization process

18   and a second prioritization process;

19   said first prioritization process determining for each

20   said measure a relationship with each said behavior

21   satisfied by said measure;

22   said second prioritization process determining for each

23   said measure a relationship with each other measure;

24   and

25   building said second draft measurement model by

26   selecting measures prioritized selectively by behaviors

      satisfied and related measures.

END920000041US1   23   S/N 09/632,341

1   24.   [Currently amended]   A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for defining

4   the measures of performance of a customer information

5   technology organization, said method steps comprising:

6   collecting into a competency-defined measurement

7   categories and measurements file definitions of

8   selected categories of behavioral measurements;

9   selecting from said file contract measurements;

10   said contract measurements being selected by building a

11   first draft measurement model and a second draft

12   measurement model;

13   building said first draft measurement model by

14   selectively executing a first prioritization process

15   and a second prioritization process;

16   said first prioritization process determining for each

17   said contract measurement a relationship with each said

18   behavioral measurement satisfied by said ~~measure~~

19   <u>contract measurement</u>;

END920000041US1   24   S/N 09/632,341

20   said second prioritization process determining for each

21   said behavioral measurement a relationship with each

22   other behavioral measurement;

23   building said second draft measurement model by

24   selecting behavioral measurements prioritized

25   selectively by behaviors satisfied and related

26   behavioral measurements;

27   implementing said contract measurements; and

28   using and maintaining said <u>contract</u> measurements.

1   25. [Currently amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for

4   providing a measurement and performance management method,

5   said method steps comprising:

6   during a proposal contextual phase, developing a

7   measurement solution to be delivered to a customer;

8   said developing step including building a first draft

9   measurement model and a second draft measurement model;

END920000041US1   25   S/N 09/632,341

10   building said first draft measurement model by

11   selectively executing a first prioritization process

12   and a second prioritization process;

13   said first prioritization process determining for each

14   [[said]] potential metric of a plurality of potential

15   metrics a relationship with each [[said]] behavior

16   satisfied by said potential metric;

17   said second prioritization process determining for each

18   said potential metric a relationship with each other

19   potential metric;

20   building said second draft measurement model by

21   selecting potential metrics prioritized selectively by

22   behaviors satisfied and related potential metrics;

23   during a due diligence phase, validating assumptions

24   and behavioral expectations in said measurement

25   solution; and

26   during a transformation phase, transferring to said

27   customer resources and assets for implementing said

28   measurement solution as validated.

END920000041US1   26   S/N 09/632,341

1   *28.*   [Currently amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for

4   executing a gap analysis responsive to a measurement model

5   and current customer measurements, said method steps

6   comprising:

7   building said measurement model from a first draft

8   measurement model and a second draft measurement model;

9   building said first draft measurement model by

10   selectively executing a first prioritization process

11   and a second prioritization process;

12   said first prioritization process determining for each

13   of a plurality of measurements a relationship with each

14   of a plurality of behaviors satisfied by said

15   measurements;

16   said second prioritization process determining for each

17   said measurement a relationship with each other

18   measurement;

END920000041US1   27   S/N 09/632,341

19   building said second draft measurement model by

20   selecting measurements prioritized selectively by

21   behaviors satisfied and related ~~measures~~ measurements;

22   mapping said current measurement model to said current

23   customer measurements and identifying measurement gaps;

24   identifying measurements not covered by said

25   measurement model;

26   identifying nonproductive measurements; and

27   identifying the impact to an organizational structure

28   and processes of said customer of said measurement

29   gaps~~, and~~

30   ~~identifying any other requirements for measurement~~

31   ~~program success.~~

1   27. [Currently amended] A program storage device readable

2   by a machine, tangibly embodying a program of instructions

3   executable by a machine to perform method steps for defining

4   a measurements model work product, said method steps

5   comprising:

END920000041US1   28   S/N 09/632,341

6   articulating envisioned business goals and behaviors;

7   enumerating and defining behaviors and goals satisfied
8   by said behaviors in a database of existing contract
9   measurements;

10   selecting potential measurements for said business
11   goals and behaviors from said database;

12   prioritizing and balancing said potential measurements
13   to determine said measurement model work product;

14   said prioritizing and balancing including building a
15   first draft measurement model and a second draft
16   measurement model;

17   building said first draft measurement model by
18   selectively executing a first prioritization process
19   and a second prioritization process;

20   said first prioritization process determining for each
21   said ~~metric~~ potential measurement a relationship with
22   each said behavior satisfied by said ~~metric~~ potential
23   measurement;

END920000041US1   29   S/N 09/632,341

24   said second prioritization process determining for each

25   said ~~metric~~ potential measurement a relationship with

26   each other ~~metric~~ potential measurement; and

27   building said second draft measurement model by

28   selecting ~~metrics~~ potential measurements prioritized

29   selectively by behaviors satisfied and related ~~metrics~~

30   potential measurements.

28.   [Canceled]

END920000041US1   30   S/N 09/632,341